

The International Experience

Chapter 4.3

International Civil Aviation Organization (ICAO)

- Agency of the United Nations that promotes the safe and orderly growth of civil aviation.



Define

- **Sovereign Skies** – Each nation owns the rights to the sky above its ground
- **Open Skies** – Fly anywhere you want to



International Air Transport Association (IATA)

- Create order and stability in the international aviation community
- The airlines are the members
- IATAN acts only as a service organization, forming a link between its international airline members and U.S. agencies

Flights

- Most transatlantic flight depart North America at night to arrive in Europe in the morning local time, and avoid landing in the middle of the night
- Schedules indicate a **plus** sign if the plane gains a day or a **minus** sign if the plane loses a day.

Rate Desk

- Airline department specializing in computing complex airfares



Fares

- Routes
- Mileage
- Maximum permitted (MPM)
- Stopovers
- Higher Intermediate Point (HIP)
- Add-ons
- Class differentials
- Neutral units of construction (NUC)

Services

- **Opodo** is the web venture designed by European airlines to sell flights and other services
- Consolidators are high-volume ticket sellers who contract with carriers to consolidate or sell at reduced rates, airlines' excess inventory – seats that would otherwise fly empty.

Tickets

- 90% of all international tickets sold in the U.S. are through agencies
- When writing dates on a ticket, avoid using two-number abbreviation for the month and use **three-letter** abbreviation instead. Days of the month should always be written with **two** numbers

Example: Aug 04 2006

What time should we be there?

- International travelers should allow at least 2-hours to check-in.



Reconfirmation

- Telephoning the airline 48 hours before departure to reconfirm a reservation



- When traveling abroad, it **IS** necessary to reconfirm.



International Flights

- **Amenities** – Free headphones and alcoholic beverages, variety of meals, blankets and pillows
- **In-Flight** – Duty-free shopping on flights
- **Documentation** – Landing cards or customs and immigration forms given

Jet-Lag

- Sleeping, waking, and concentrating problems that travelers experience when they fly long distances

